

City of Fayetteville Targets for Action Status Report February 17, 2017

Total TFA Status for All Goal Areas		
Completed		24%
On Schedule		50%
Pending		9%
Behind Schedule and Not Complete		15%
Stopped/Unprogrammed		2%
TOTAL		100%
Goal	Target for Action	Status
I	FY 17 Hurricane Mathew Event, Response & Recovery	On Schedule
I	FY 17/ FY 16 Build fire station 12	Behind Schedule and Not Complete
I	FY 17 Complete Central District Office	Completed
I	FY 17 COPS collaborative reform	On Schedule
I	FY 17 Expand Corridor Cameras	Behind Schedule and Not Complete
I	FY 17 Initiate Cadet Program	Completed
I	FY 17 One Family Program	On Schedule
I	FY 17/ FY 16 Joint 911 Center	On Schedule
I	FY 17 Additional traffic calming infrastructure for safety in neighborhoods	On Schedule
I	FY 17 Expand Red light camera program	On Schedule
II	FY 17/FY 16 Develop local small disadvantaged business enterprise /HUB policy and program	On Schedule
II	FY 16 Establish a redevelopment project fund	Pending
II	FY 17 Execute agreements with support agencies	Pending
II	FY 17 Partner with the Fayetteville Cumberland Economic Development Corporation to execute Garner Report	On Schedule
II	FY 17 Position the City to market/recruit businesses effective	On Schedule
II	FY 17 Prince Charles Development	Behind Schedule and Not Complete
II	FY 17/ FY 16 Complete Feasibility Study for Baseball Stadium/ Murchison Road Cat I site- RFP and feasibility study	Completed
II	FY 17/ FY 16 Complete Murchison Rd and Bragg Blvd. corridor studies (FY16 Top Policy Priority: Economic Development Plan)	Completed
II	FY 17 Create policy that governs selection and administration of non-profits/discretionary funding	On Schedule
II	FY 17 Develop preliminary annexation strategies for Shaw Heights	Completed
II	FY 17 Develop preliminary land acquisition strategies for Shaw Height	Pending
II	FY 17 Complete Centre City Development	On Schedule
III	FY 17 Develop comprehensive review of broadband capabilities in city to leverage City's fiber assets to improve speed, liability and coverage	On Schedule

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III	FY 15 Complete full implementation of FayWorx	On Schedule
III	FY 17/ FY 16 Improve quality of service for Inspections & Permitting	On Schedule
III	FY 17 Develop a plan of action that will accelerate stormwater projects by 25%	Behind Schedule and Not Complete
III	FY 17 Participate with NCDOT for the design of an upgrade to the City wide computerized traffic signal system	Completed
III	FY 17/ FY 16 Street surfacing program	Completed
III	FY 17/ FY 16 Comprehensive Land Use Plan	On Schedule
IV	FY 16 Airport Terminal Renovations	Behind Schedule and Not Complete
IV	FY 17 Build sidewalk on Ray Avenue	On Schedule
IV	FY 17 Capital Plan for Parks and Recreation Bond	On Schedule
IV	FY 17 Deploy additional litter crews	Completed
IV	FY 17 Optimize loose leaf collection services	Completed
IV	FY 17 Public art task force report and policy	Completed
IV	FY 17 Study and plan to add crews for vegetative management services	On Schedule
IV	FY 17/ FY 16 City gateways	On Schedule
IV	FY 17- FY 15 Execute TIP/ FAST Center	Behind Schedule and Not Complete
IV	FY 17 Litter Campaign and bus stop maintenance	On Schedule
IV	FY 16 Complete Cape Fear River Trail	Behind Schedule and Not Complete
IV	FY 17 Complete the approved pedestrian master plan	On Schedule
IV	FY 17 Seek alternative funding source for Bicycle Master Plan	On Schedule
IV	FY 17 Develop revitalization strategy	Stopped/Unprogrammed
IV	FY 17/ FY 16 Develop Homelessness Solution	Behind Schedule and Not Complete
V	FY 17 Fire command staff compensation adjustment	Completed
V	FY 16 Citizen Driven Performance Reporting	Completed
V	FY 17 Identify city-owned surplus land and dispose	On Schedule
VI	FY 17 Develop an intergovernmental program	On Schedule
VI	FY 17/ 16 Citywide Focus on Customer Service	On Schedule
VI	FY 16 Complete communication plan and begin implementation of approved enhancements	Completed
VI	FY 16 Develop and launch new City website	On Schedule
VI	FY 17 Develop RFP to rebrand City with community stakeholders	Pending
VI	FY 17/ 16 City Hall Renovations	Pending
VI	FY 17 Hold local government stakeholder retreat and develop taskforce(s) to address community issues	On Schedule

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Goal	Project	Director	Project Description	Target Comp Date	Actual Comp Date	Project Update	Status
I	FY 17 Hurricane Mathew Event, Response & Recovery	Ben Major				<p>The City of Fayetteville was impacted by Hurricane Matthew on October 8, 2016 and remained in a state of emergency for twenty-four days. Flooding as a result of approximately fifteen inches of rainfall (plus five inches of rain from the week before) damaged numerous streets, dams, parks, trails, museums, three City Engineering buildings (traffic light control system was destroyed), the Police Department, City Hall and 104 City vehicles (80 City and 24 PWC). Infrastructure damage estimates exceed \$23 million.</p> <p>First responders rescued and evacuated more than 700 people and no lives were lost in the City. Storm damaged and flooded roadways hampered emergency operations and delayed responses. Widespread power outages and flooded pumps made refueling of emergency vehicles difficult (Lamon Street fuel island was out of service and PWC was almost flooded out). A PWC fuel truck supported the EMS system at</p>	On Schedule

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I	FY 17/ FY 16 Build fire station 12	Ben Major	The current Station 12 located at 307 Hope Mills Rd., built in the 1950's does not meet today's standards as a fire facility. It's smaller apparatus bays do not adequately accommodate today's larger vehicles and equipment. The facility is being replaced and relocated to 911 Hope Mills Rd. on the campus of J.W. Coon School.	12/31/2017		The building committee met with the Architect on 1/12/2017 to finalize the mechanical, electrical, HVAC and plumbing plans. Information was shared that bids could go out as early as in two weeks or 60 days depending on feedback from PWC on a water and sewer hookup issue on Hope Mills Road. The Declaration of Covenants for Maintenance of Stormwater Structural Controls has been completed by Real Estate and signed by the City Manager. Real Estate continues to work on the easements for the Stormwater drainage. The Infrastructure Permit was issued on 1/6/2017 by Engineering and Infrastructure.	Behind Schedule and Not Complete
I	FY 17 Complete Central District Office	Michael Petti					Completed
I	FY 17 COPS collaborative reform	Michael Petti	The Fayetteville Police Department voluntarily participates in the Office of Community Oriented Policing Services (COPS Office) Collaborative Reform Initiative for Technical Assistance (CRI-TA) as a way to improve the department policies and procedures.	7/31/2017		The Fayetteville Police Department is currently addressing each recommendation outlined in the COPS Collaborative Reform Report. This is an ongoing effort.	On Schedule
I	FY 17 Expand Corridor Cameras	Michael Petti	The Fayetteville Police Department installed remote-control cameras throughout the City of Fayetteville. Cameras can be viewed by police staff inside the department's Crime Information Center.	1/17/2017		The Fayetteville Police Department is currently working with I.T. and the CMO on a plan to update the software for the corridor cameras. Due to circumstances with the current vendor, this project is currently on a hold status.	Behind Schedule and Not Complete
I	FY 17 Initiate Cadet Program	Michael Petti					Completed

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I	FY 17 One Family Program	Michael Petti	The Fayetteville Police Department has developed a rebranding strategy for the department.	6/1/2018		The Fayetteville Police Department has launched the "One Family Program" and is currently drafting a plan to launch a user friendly applicaiton to improve citizen interaction.	On Schedule
I	FY 17/ FY 16 Joint 911 Center	Michael Petti	The Communications Building will house 911 Communications as well as co-locae with Cumberland County's 911 Center.	12/31/2019		<p>The Joint 911 working committee met on December 20, 2016 at Cumberland County EOC. We were tasked by the Commissioners and Council members to look at land sites other than those owned by the City and County. With that in mind, we are searching for available property within a 10 mile radius of the downtown area. New sites will only be considered if they are better sites than the 2 that have already been assessed by Mission Critical.</p> <p>The previous assessment completed by Mission Critical was based on the City and County's conversation of a co-located 911 Center. With talks of a consolidated Center, the original feasibility study and assessment will be updated to combine some of the spaces that were originally separated by agencies. The funds have been paid to retain Mission Critical Partners for another year in order to complete the new study and assessment.</p> <p>The next phase of the project is to</p>	On Schedule

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I	FY 17 Additional traffic calming infrastructure for safety in neighborhoods	Rob Stone	The project is to install additional traffic calming measures in neighborhoods such as speed humps, traffic circles and multi use lane pavement markings. Council approved a 67% increase in funding for the FY 17 traffic calming budget.	6/30/2017		Speed humps have been installed on Woodrow Street in the Haymount Area. Speed humps have also been installed along McPhee Drive, Pritchett Drive and Cottage Way. A speed limit reduction is scheduled to be completed along Walker Street/Platinum Drive in the Tiffany Pines area. Speed studies have been completed along several routes in the Vanstory area.	On Schedule
I	FY 17 Expand Red light camera program	Rob Stone	The Red Light Camera program was activated on July 1, 2015 when 4 cameras became operational. An additional 6 cameras were added to the program on October 1, 2015 completing the original scope of the program. As a part of Council's FY 2017 Strategic Plan, they approved expanding the program by 5 additional cameras.	6/30/2017		The locations and designs for the 5 additional cameras have been completed. Encroachment agreements have been submitted to NCDOT for review and approval. After approval, the vendor will schedule construction. The construction should take about 30 days.	On Schedule

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II	FY 17/FY 16 Develop local small disadvantaged business enterprise /HUB policy and program	Cheryl Spivey	To ensure local and local disadvantaged business enterprises and minority businesses an equal opportunity to participate in all aspects of City contracting. This includes participation in the procurement of contracts relating to the construction of and improvement to facilities throughout the City of Fayetteville.	6/30/2017		<p>The Purchasing Department will be planning an outreach event for local vendors by the end of March 2017 to update them on the City's current projects. The department is scheduled to present to the City Council at the February 6th, 2017 work session and will receive further instruction from Council after that meeting about the LSDBE Program and goals.</p> <p>The Department is currently advertising all formal and FEMA related bids in the Greater Diversity News to reach more local and minority vendors.</p>	On Schedule
II	FY 16 Establish a redevelopment project fund	James Palenick	First-developed in FY2016, the Redevelopment Project Fund contemplated the establishment of funding to serve blighted, distressed and unsafe neighborhoods. The focus for the fund was the Center City area, and more specifically the phased development of the Center City Business park at Blount & Gillespie streets.	6/30/2017		Proposal is to redirect funding to providing short-term capital financing for small contractors, sub-contractors, and trades persons to maximize competitiveness in accessing government contracting opportunities.	Pending
II	FY 17 Execute agreements with support agencies	James Palenick					Pending
II	FY 17 Partner with the Fayetteville Cumberland Economic Development Corporation to execute Garner Report	James Palenick	To develop an ongoing, mutually supportive relationship to retain and recruit businesses and jobs identified by the Garner report as most likely to be attracted to and succeed within Cumberland County and the City of Fayetteville.	1/31/2020		Efforts are on-going and long-term.	On Schedule

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II	FY 17 Position the City to market/recruit businesses effective	James Palenick	Develop web-site along with collateral marketing and other promotional and outreach efforts to identify and brand City as a good place to build and grow a business.	12/31/2017		Efforts are on-going and long-term.	On Schedule
II	FY 17 Prince Charles Development	James Palenick	Identify and partner with Master Developer to adaptively re-develop historic former Prince Charles Hotel as well as surrounding properties as mixed-use anchor to Downtown Renaissance.	3/31/2017		Master Development Agreement nearing completion.	Behind Schedule and Not Complete
II	FY 17/ FY 16 Complete Feasibility Study for Baseball Stadium/ Murchison Road Cat I site- RFP and feasibility study	James Palenick		5/2/2016			Completed
II	FY 17/ FY 16 Complete Murchison Rd and Bragg Blvd. corridor studies (FY16 Top Policy Priority: Economic Development Plan)	James Palenick		5/2/2016			Completed
II	FY 17 Create policy that governs selection and administration of non-profits/discretionary funding	Jay Reinstein	Develop procedures along with an updated reporting process for small businesses or non-profits receiving grants from the City of Fayetteville.	6/30/2017		Staff is developing a new annual Performance Program report template. The report will focus on the achievement of all objectives, obstacles faced meeting the goals/objectives, client participation and particular accomplishments and success stories.	On Schedule

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II	FY 17 Develop preliminary annexation strategies for Shaw Heights	Scott Shuford	The Shaw Heights planning area would focus on the unincorporated area and surrounding study area, as part of the Comprehensive Plan but with a particular focus on an annexation strategy.	10/31/2017	1/6/2017	Following meetings in November, the Civil Affairs unit began data collection in December; a report is anticipated in late January. To complete the preliminary strategies project, staff research and draft of strategies informed the position papers presented to elected state representatives in early January. The representatives' agreement to move forward with the recommended action (legislative authorization to annex Shaw Heights) marked the end of this project.	Completed
II	FY 17 Develop preliminary land acquisition strategies for Shaw Height	Scott Shuford	The Shaw Heights land acquisition strategies would be outlined as part of the action strategies in the Shaw Heights area Comprehensive Plan element prepared in the second half of the fiscal year (finished in 1st half of FY18).	12/29/2017		This work was to be part of the area planning under the Comprehensive Plan program, but any detailed content should wait until the area is likely to be a part of the City.	Pending
II	FY 17 Complete Centre City Development	Victor Sharpe	Redevelopment of Centre City Business Park	6/30/2017		Outside Legal Council has been retained to work on the completion of the acquisition of the parcels. The Economic Business Development and Community Development Departments continue to work with Planning and Development on the design layout for the site. A draft of restrictive covenants for the development is currently being review by Legal. The Dr. E. E. Smith House proposal for renovation of the structure is moving forward.	On Schedule

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III	FY 17 Develop comprehensive review of broadband capabilities in city to leverage City's fiber assets to improve speed, liability and coverage	Dwayne Campbell	Continued project coordination work. Reviewed a second proposal/concept by BrightSpot Network during the second quarter.	12/1/2017		Met with Mike Ozburn with BrightSpot Network. Their goal is to create a public/private partnership model where communities marry their infrastructure and organizational skills with private internet providers' ability to operate a network. Partnership with our community will allow them to leverage the mile of dark fiber running throughout our community, assist Fayetteville with becoming an innovation hub thus attracting new businesses to our area as well as assist with reaching the underserved population in our city and neighboring communities. Next steps are to 1. Share our City Broadband target for action with BrightSpot. 2. Meet with City, PWC, County and local educational institutions to outline what we are seeking from a Public/Private partnership. 3. Meet Brightspot network and NCNGN to determine which approach best meets our community interest.	On Schedule

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III	FY 15 Complete full implementation of FayWorx	Michael Bailey	Fayworx Go Forward Strategy	6/30/2017	<p>"The Cityworks Inspection Scheduling Module is nearing completion. Testing of the module will be implemented within the next couple of weeks.</p> <p>Outstanding concerns regarding the ""Owner"" Data in Cityworks is currently underway. Members of IT, Directors of Permitting & Inspections, Planning & Code Enforcement, along with a member of the City Manager's office will be meeting with the GIS staff of Cumberland County to discuss obtaining a solution for providing timely and accurate information specific to property owner data. The Internal Audit has been reviewed and management responses have been developed with action plans moving forward. 1/3 recommendations completed. P&I meeting weekly with IT staff to modify the system consistent with standard operational procedures and the internal audit recommendations.</p>	On Schedule
III	FY 17/ FY 16 Improve quality of service for Inspections & Permitting	Michael Bailey	This item follows the effort to improve the effectiveness and efficiency of the Permitting and Inspections programs. Following an Internal Audit, the department will be working with cross functional teams to develop standard operating procedures consistent with audit recommendations and state regulations. The goal is to improve customer service delivery.	6/30/2017	<p>After audit was finalized, the department is developing standard operating procedures with improved internal controls. Staff developed revisions to Chapter 7 City Ordinance relating to building inspections and we are also in the process of revising the City's building inspections fee schedule.</p> <p>Additionally, we are working with CMO to strategize on best practice for organizational structures to improve customer experience.</p>	On Schedule

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III	FY 17 Develop a plan of action that will accelerate stormwater projects by 25%	Rob Stone	Increase funding and resources to reach an established target level of effectiveness and reduce flooding complaints.	6/30/2017		Stormwater projects are on-going. Additional resources are needed to meet the schedule expectations. Great process has been made on moving the older project thru easements, permitting and construction.	Behind Schedule and Not Complete
III	FY 17 Participate with NCDOT for the design of an upgrade to the City wide computerized traffic signal system	Rob Stone	The City requested a Transportation Improvement Project from the NCDOT for the modernization/rehabilitation and expansion of the City's computerized traffic signal system with new state-of-the art equipment. This project will update/replace outdated traffic signal controller and communication equipment. NCDOT will conduct the design of the project with input from City Staff. The system will include upgrade of communication equipment for the over 280 traffic signals that will be a part of the system.	2/28/2017	1/26/2017	Design of the signal system is complete and the project will be let for construction by NCDOT in February 2017.	Completed
III	FY 17/ FY 16 Street surfacing program	Rob Stone		8/15/2016			Completed
III	FY 17/ FY 16 Comprehensive Land Use Plan	Scott Shuford	FY 17 Comprehensive Land Use Plan elements: Western Fayetteville/VA Medical Center area; Haymount area; Shaw Heights area; and Bonnie Doone/Cottonade area.	6/29/2018		Two first two of the four areas scheduled for this FY are underway, with background research and two community meetings (for each area) completed. Staff also moved forward parts of the study around Shaw Heights (see annexation strategies). Data collection is underway in the other two areas: Shaw Heights and Bonnie Doone.	On Schedule

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IV	FY 16 Airport Terminal Renovations	Bradley Whited	The project is for construction of Part One for the Terminal Renovation.	6/30/2018		The Design Team continues work on "value engineering" to bring low bid in line with project budget. However, the FAA advised 1-25-17 that we would have to re-bid the project. The design team is working to open the pre-qualification process prior to bidding. Anticipate getting bids out near the end of April 2017.	Behind Schedule and Not Complete
IV	FY 17 Build sidewalk on Ray Avenue	Michael Gibson	Installation of sidewalk on Ray Avenue to include ADA accessibility.	1/31/2017		PRM has contracted out the building of an ADA access ramp connecting a 10ft wide bridge to the sidewalk on Ray Avenue. The construction will begin in late January 2017	On Schedule
IV	FY 17 Capital Plan for Parks and Recreation Bond	Michael Gibson	The passing of the \$35M Parks and Recreation Bond Referendum in March 2016 has resulted in a number of new projects and updates to existing assets. COF Staff coordinated with Mott MacDonald as the contracted project manager to develop the project implementation plan, timeline, and funding model for Phase 1 of the bond issuance.	6/30/2017		Information has been presented to the City Council Parks & Recreation Bond Projects Committee on a bi-weekly basis, providing updates on progress made by COF staff and by Mott MacDonald. Projects proposed for construction with the first bond issuance were presented to full Council on January 3rd and will move forward as currently scheduled. These projects include Splash Pads (7), the West Senior Center, the Downtown Skate Park, and Existing Park Improvements. Staff anticipates construction to begin on one or more Splash Pads by June 1st.	On Schedule

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IV	FY 17 Deploy additional litter crews	Michael Gibson	A goal of the citizens and City of Fayetteville is to keep Fayetteville beautiful and free of litter.	11/30/2016	10/28/2016	Three litter crew teams were deployed throughout the city in FY17. They operate on a basic 2 week schedule removing litter from the major and minor thoroughfares around the city. As of December 2016, the litter crews have gathered more than 54.38 tons of trash.	Completed
IV	FY 17 Optimize loose leaf collection services	Michael Gibson	To improve leaf season by being more transparent, enlisting different means of communication, and partnering with other departments to notify citizens of leaf collection season.	3/31/2017	12/30/2016	PRM's 15-second Loose Leaf video played in November and December on ScreenVision. Loose leaf season began on November 28. PRM has completed picking up leaves for zip codes 28311, 28314 and 28306. A ROBO call from a city council member is sent to each zip code prior to pickup. A webpage was created at LooseleafSeason.com. Leaf Information is available on that website.	Completed
IV	FY 17 Public art task force report and policy	Michael Gibson	Deploy public art pieces throughout the City.	1/30/2017	12/13/2016	Eleven pieces of art have been deployed downtown on Ray Avenue, Hay Street, Franklin Street, Maxwell Street, Rowan Street, Person Street, and Gillespie Street in early December. A ribbon-cutting event as held on Tuesday, Dec. 13, 2016 in front of The Arts Council	Completed
IV	FY 17 Study and plan to add crews for vegetative management services	Michael Gibson	Outsourcing of the vegetative management services.	4/28/2017		PRM sent information to purchasing to create a RFP for mowing of the city vacant lots. The lots have been broken into 13 groups. The goal is to give several small contractors the opportunity to bid and be awarded one of the groups. The goal is to have the bids awarded by the end of February/ beginning of March 2017.	On Schedule

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IV	FY 17/ FY 16 City gateways	Michael Gibson	The Gateway Committee recommended replacement of signage throughout the City of Fayetteville. Consideration is being given to ensure aesthetically pleasing concepts displaying continuity in signage throughout Fayetteville.	6/30/2017		The bid for sign manufacture and installation have been awarded. PRM is currently waiting on shop drawings. Once the shop drawings are approved, permits will be obtained and production of the signs will begin. Tree planting were completed on Bingham Rd, Murchison Road, and Raeford Rd. NCDOT has provided preliminary plans to plant trees on Legion Rd, Owen Drive, and the Cumberland/Camden Roundabout.	On Schedule
IV	FY 17- FY 15 Execute TIP/ FAST Center	Randy Hume	The FAST Center is a long awaited community enhancement to the downtown area. The Center will provide comfortable passenger waiting areas, a central ticketing area and retail options for customers. This project, which has been in the making for over 10 years, will be completed in Spring 2017.	6/30/2017		Construction continues on the FAST Transit Center. Design and construction delays have extended the scheduled construction completion. We anticipate substantial completion by the middle of March 2017. At that time we will begin installing furniture and equipment. Transit Supervisors and some administrative staff will relocate from 455 Grove Street to the new facility. We are tentatively planning for a public grand opening at the beginning of May.	Behind Schedule and Not Complete

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IV	FY 17 Litter Campaign and bus stop maintenance	Randy Hume	FAST strives to be a good neighbor by keeping our bus stops clean and free of litter.	6/30/2017		FAST has partnered with the Parks & Recreation department to maintain bus stops that have trash cans. Parks & Recreation staff members monitor these stops on a regular schedule to ensure that trash cans are emptied and any litter is cleaned up. Bus operators have been instructed to notify dispatch if they see litter at a bus stop. If this occurs, a workorder is submitted with Parks & Recreation to ensure it is addressed as quickly as possible.	On Schedule
IV	FY 16 Complete Cape Fear River Trail	Rob Stone	Multipurpose pedestrian trail for bicycling, walking, jogging. Part C of the trail crosses the CSXT property.	8/1/2018		Part A and B have been completed. Part C is still awaiting permits from CSX.	Behind Schedule and Not Complete
IV	FY 17 Complete the approved pedestrian master plan	Rob Stone	The comprehensive pedestrian plan will be an integral part of developing and executing a more complete pedestrian transportation system and will guide City staff to improve conditions for pedestrians and other users of our transportation network. The results will assist the City to develop construction project priorities, recommend positive changes to local policies and guidelines, develop awareness initiatives, and identify opportunities for the implementation of education, enforcement and safety programs.	6/30/2018		The comprehensive pedestrian plan is in the initial phases. Staff has worked with NCDOT to select a consultant the finalize the scope for the project. Staff is developing the stakeholder committee members for the plan development.	On Schedule

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IV	FY 17 Seek alternative funding source for Bicycle Master Plan	Rob Stone	Communities throughout North Carolina have begun to place more emphasis on providing facilities for biking and walking. A desire for better multi-modal choices, the demand for more walkable and bikeable communities and a focus on smart growth initiatives have combined to highlight the need for better, more complete bicycle and pedestrian transportation systems. This project is to develop a City wide Bicycle Master Plan that will identify locations and prioritize projects for improvement of bicycle safety in our City.	6/30/2017		Council approved a resolution at their October 24th regular meeting to apply for a grant with the NCDOT Division of Bicycle and Pedestrian Transportation division. Staff submitted the application in November 2016.	On Schedule
IV	FY 17 Develop revitalization strategy	Victor Sharpe	Target Area Revitalization Program	6/30/2017		The funding for Target Area Revitalization Program has been repurposed to use for the newly developed Disaster Recovery Housing Repair Program as a result of damage to residential structures caused by Hurricane Matthew.	Stopped/Unprogrammed
IV	FY 17/ FY 16 Develop Homelessness Solution	Victor Sharpe	Interlocal Agreement with Cumberland County to fund the cost of the Data & Evaluation Analyst for the Homeless Management Information System and to provide rapid re-housing services.	6/30/2017		In order to move this action forward, the Interlocal Agreement will need to be revisited. Cumberland County did not approve the agreement that was adopted by the City.	Behind Schedule and Not Complete
V	FY 17 Fire command staff compensation adjustment	Ben Major					Completed
V	FY 16 Citizen Driven Performance Reporting	Rebecca Rogers Carter		6/30/2016	11/14/2016		Completed

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V	FY 17 Identify city-owned surplus land and dispose	Rob Stone	Staff will identify properties that are currently under City ownership to determine if they are needed by any department for any projects. Once this step is complete the findings will be presented to council for authorization to declare the property surplus and dispose of if requested by Council to do so.	5/31/2017		Staff is still in the process of identifying property that can be considered surplus to present to council for authorization to dispose.	On Schedule
VI	FY 17 Develop an intergovernmental program	Jay Reinstein	Following the short session adjournment in July 2016, the CMO established the Legislative Action Team (LAT), charged with recommending a legislative strategy for the upcoming Long Session which begins in January 2017.	6/30/2017		At the October 3 work session, City staff presented a list of recommended legislative priorities to City Council soliciting their input and recommendations for the 2017 Legislative Long Session. The priorities identified are as follows: RAMP, Phase II Veterans Park, Local Small Disadvantaged Business Enterprise (LSDBE), Establish an Aviation Trust Fund, funding to support the consolidated 911 Center and Regional Emergency Preparedness funds. The legislative breakfast with the State Delegation scheduled for 12/16/16 was rescheduled for 1/13/17 due to a Special Session of the General Assembly. The updated agenda will include Shaw Heights, Long-term leases of over 30 years, LSDBE and the Consolidated 911 Center. The State of NC has also agreed to reimburse the city up to 25% to go along with FEMA's commitment of 75% for documented Hurricane Matthew related damages.	On Schedule

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VI	FY 17/ 16 Citywide Focus on Customer Service	Jay Reinstein	HRD will continue to develop customized Customer Service Training for city departments along with providing citywide training open to all employees	6/30/2017		The HRD Director has proposed a reorganization of the OD&T division. This reorganization will provide a greater focus on technical training, customer service, leadership and soft skills. This reorganization will save the City approximately \$60,000 per year. More details will be available by mid-January. November marked the introduction of one of the City's newest customer service training courses, FISH Philosophy. FISH Philosophy teaches interactive workplace techniques modeled after the Pike Place Fish Market in Seattle, Washington and is based on four central ideas: choosing one's attitude, playing at work, making someone's day, and being present.	On Schedule

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VI	FY 16 Complete communication plan and begin implementation of approved enhancements	Kevin Arata	In-depth communications plan that contains themes and messages based upon City core values and strategic goals, describes the communications coordination process across city departments and outward to the County and Fort Bragg. Specific functions of media relations, social media, community relations and outreach, internal communications, advertising, website management, support to the City Manager's office, Mayor and Council, and FayTV / Public Access Channel Management are highlighted and discussed. Within each of those areas, higher and lower priority initiatives are laid out for the upcoming year for focus areas on which Corporate Communications desires to improve in each area.	6/30/2017		Plan revised and updated according to City Manager feedback. City Manager approved on Jan. 26., 2017.	Completed
VI	FY 16 Develop and launch new City website	Kevin Arata	Complete redesign of the City's outward facing website with the majority of City departments is complete and published. Expect full site overhaul to be complete by 1 May, when the transit site is completed. End result will be redesigned City website, Parks & Recreation website, Police website, Fire/Emergency Services website. Police, Fire and Transit were a bit different than the other City departments in that they each had their own separate sites which need individual attention and design, while the other departmentns basically fell in upon the City website structure.	8/31/2017		Parks and Recreation website successfully launched on Nov. 30, 2016. Met with Transit on Jan. 11 and agreed upon May 1 launch date for new Transit website, to coincide with grand opening of the new Transit Center.	On Schedule

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VI	FY 17 Develop RFP to rebrand City with community stakeholders	Kevin Arata	Coordinating with the Convention and Visitor's Bureau, the County and PWC to begin discussions for branding the City with a new image and slogan, to ensure message consistency. Intent is to update the "History, Heroes and Hometown Feeling" image from years past, to something more in tune with today's City image and its forward progress. Once coordination with these entities is completed, will work to develop RFP to solicit outside assistance to help make this happen.	6/1/2017		Meeting with outside agencies and City Manager has been delayed until after City Council retreat in February to ensure we are moving in the right direction and according to council desires.	Pending
VI	FY 17/ 16 City Hall Renovations	Kristoff Bauer	Renovation plans are being discussed and reviewed for City Hall Renovations.	6/30/2017			Pending

City of Fayetteville Targets for Action Status Report February 17, 2017

VI	FY 17 Hold local government stakeholder retreat and develop taskforce(s) to address community issues	Rebecca Rogers Carter	This TFA follows the effort to develop collaborative engagement sessions between citizens, stakeholders and government units. The City will hold engagement sessions to discuss critical community issues in an effort to develop sustainable strategies and strengthen community partnerships and empowerment.	6/30/2017	Real Talk (Aug. 23) and Real Solutions (Dec. 13) were a series of meetings designed to identify issues directly affecting residents and businesses along the Murchison Road Corridor and to develop sustainable solutions. Real Talk had attendance of over 100 and was an opportunity for elected officials to hear directly from the community. Representatives from the City, County, School Board, State delegation and area universities were in attendance. The follow-up meeting called "Real Solutions" was designed to provide an opportunity to develop solutions in the focus areas identified from Real Talk meeting. The areas of beautification/code enforcement, economic development, and next generation of leaders were discussed in professionally facilitated sessions. A report has been finalized and will be provided to Council to inform the strategic plan retreat. Additionally, the City and County have held several joint meeting to discuss	On Schedule
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